



## The Corsair and Cross Rip Oceanfront Resort - Front Desk Agent

### HOST INFORMATION

**Company Description:**

**Corsair and Cross Rip Oceanfront Resort** - located on the shores of Nantucket Sound, our family-oriented resort features 300' of private beach, 1 indoor and 2 outdoor pools, game room, Oceanfront Cafe and bar service. The Corsair team is guest-focused with an emphasis on friendly, polite and prompt service along with authentic hospitality that creates memorable experiences. Staff are eligible for a 25% discount off food and beverage from the property Cafe.

Centrally located on **Cape Cod**, the area is rich with recreation, from the artistic to the adventurous. **Cape Cod** has been named as one of the top ten spots in the world for whale watching and water activities, including paddle boarding, kayaking, fishing and windsurfing. The region is also ranked among the ten most popular destinations in the U.S. for beaches and golf. We have world-class bike paths, scenic hiking trails, and some of the best shopping around. The Cape and Islands also have been named one of the top 25 arts destinations in the country for our wealth of galleries, art studios, and museums.

**Staff Perks:**

- We provide affordable housing! Please note that housing is limited.
- Employee discounts
- Access to a private beach

**Host Website:** <https://www.corsaircrossrip.com/>

**Site of Activity:** The Corsair and Cross Rip Oceanfront Resort

**Parent Account Name:** The Corsair and Cross Rip Oceanfront Resort

**Host Address:** 41 CHASE AVENUE DENNIS PORT , Massachusetts , 02639

**Nearest Major City:** Boston , Massachusetts , Over 50 miles away

### PLACEMENT INFORMATION

**Job Description:**

Front Desk Agent/Reservationist – Responsible for the selling and processing of reservations over the phone and in person at the front desk of the resort. Duties include a working knowledge of computers, periphery equipment and the resorts reservation and report processing system – Resort Data Processing. Additional duties include a working knowledge of the resorts rates, packages and room/facility features. Selling skills are a must. A smiling warm friendly face needs to be second nature along with a strong outward appearance. Other duties include but not limited to cashiering, office skills and email processing. Knowledge of Microsoft word, or other similar software is a plus.

**Typical Schedule:**

AM and PM shifts Monday - Sunday. (Must work weekends and holidays).

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$19.5

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$780

**Bonus:** No

*\* All figures above are pre-tax*

**Estimated average number of hours per week:** 40

**Estimated minimum number of hours per week:** 35

**Estimated maximum number of hours per week:** 50

**Potential fluctuation in hours per week:**

**Average number of hours per week reached by last year's seasonal employees:** 40

**Overtime Policy:**

*Yes, paid after 40 hours*

## JOB REQUIREMENTS

**English Level required:**



**Advanced**

**Required to be 21+:** No

**Previous Experience required:** Yes

*1 year of hotel/resort front desk experience required*

**Qualifications & Conditions**

*Lifting*

*Lifting requirement: 25lbs/11kgs*

*Description:*

*Occasional lifting up to 25lbs*

*Standing for entire shift*

*Handling cleaning chemicals*

*Other qualifications or conditions*

*Description:*

*Computer skills, knowledge of Microsoft Word.*

**Job Training required:** Yes

*Length of job training:*

*2-3 weeks*

*Hours per week during training period: 40*

*Different wage during training period: No*

*Start on specific day of the week: No*

*Training requirements:*

*On-the-job and other training provided by resort. Homework for trainees is mandatory.*

**Need to wear uniform:** Yes

*Uniform Policy:*

*Company shirts will be provided, please bring comfortable shoes and khaki shorts/pants.*

*Cost of uniform: \$0*

*Uniform laundry: Participant responsibility*

**Dress Code:** No

## CULTURAL OPPORTUNITIES

### **Types of Cultural Opportunities:**

*Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Company Parties*

### **Additional Details about Cultural Offerings:**

*Cape Cod, the area is rich with recreation, from the artistic to the adventurous including whale-watching, paddle boarding, kayaking, fishing and windsurfing. Popular for beaches, golf, bike paths, scenic hiking trails, Galleries, art studios, and museums. Plenty to see and do on off-time!*

### **Local Cultural Offering:**

*Check out these links;*

*Cape Cod Events | Events & Festivals on Cape Cod, MA ([capecodchamber.org](http://capecodchamber.org))*

*Dennis Chamber of Commerce website for local events and activities: <https://dennischamber.com/>*

*<https://www.facebook.com/capecodchamber/>*

*Concerts | Cape Cod Chamber Music Festival*

## HOUSING AND TRANSPORTATION

**Housing Provided:** *Conditional. Housing is provided first come, first served.*

### **Employer-owned or employer-arranged housing description:**

*Housing provided on a limited basis with onsite and nearby owner units at \$135/week that are shared accommodations with private baths. TV, Refrigerator, bedding/linens provided, microwave, utensils are provided. Housing will be provided for the following positions only: Restaurant Worker & Maintenance Staff/Beach. Housing assistance will be provided for the students hired as Front Desk, Housekeepers, Bartenders/Servers. !! IMPORTANT !! Reach out to your employer AS SOON AS you are hired to reserve your housing spot or ask for assistance if housing is not provided for your position type. If you fail to secure your housing on time, you will be at risk of job cancellation. Off Premises Housing not owned by resort: potentially available within walking/biking distance of resort. Accommodations vary. Management is available to assist with securing non-owned accommodations.*

**Lease Agreement:** No

**Onsite Amenities:**

WiFi: Yes

Description:

Wifi onsite

Phone Service: Yes

Description:

Participants should provide their own mobile phones with individual service plans.

Kitchen facilities: Yes

Description:

Shared Kitchen in each unit of owner provided housing

Laundry facilities: Yes

Description:

complimentary on-site laundry facilities available for use on days off

**Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 1 - 2

Rooming Arrangement Description:

Small 2-bed cottage onsite to share 3 bedroom Apartment nearby the Resort shared by up to 6 staff members. Apartment has common area kitchen and living area and shared bathroom. We try to avoid co-ed situation if possible.

**Provided Housing Cost:**

Required to Pay for Provided Housing: Yes

Cost per Week: \$135

Housing Cost Deducted from Paychecks: No

Description:

Paid directly to the Front Desk on Mondays following payday

Utilities Costs: No

Housing Deposit: No

**Transportation to Worksite:**

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: 3-bedroom Apartment is located 1 mile from the Resort

Biking

Estimated commute time: Under 15 minutes

Bicycles are provided free of charge: No

Bicycles are not provided: Yes

Bicycles are available to rent: No

Estimated cost: \$

Description: All of Cape Cod is bike-friendly

## ARRIVAL INFORMATION

### **Arrival Instructions:**

Students should fly into Logan International Airport then take a bus to Hyannis (<https://tds.peterpanbus.com/>), approximately: \$34. It is approximately 2 hours to the Hyannis Transportation Center from the airport.

From Hyannis, local public transportation is available. For more information please visit: [www.p-b.com](http://www.p-b.com).

**Please send your arrival info to your employer at least 2 weeks prior to your arrival.**

Additionally, you should provide your name, job title, date of arrival & departure upon contacting your employer. **PLEASE EMAIL TO BOTH EMAIL ADDRESSES MENTIONED BELOW:**

Ward Childs, [ward@corsaircrossrip.com](mailto:ward@corsaircrossrip.com),

Sapphire Ellis and Mark Downey, [info@corsaircrossrip.com](mailto:info@corsaircrossrip.com)

Phone - 508 398 6600

### **Suggested Arrival Airport:**

Boston Logan International Airport, BOS, Over 50 miles

**Estimated cost of transportation to worksite from suggested airports: \$25 to \$50**

**If arriving after regular hours:**

### **Suggested After-Hours Accommodation:**

HI Boston Hostel

19 Stuart Street

Boston, Massachusetts 02116

<https://www.hiusa.org/find-hostels/massachusetts/boston-19-stuart-street>

\$75 to \$100

## TRAINING AND ONBOARDING

**Pre-Arrival Onboarding:** No

### **Social Security Number:**

Require participants to apply for SSN before arrival at worksite: No

Details about how to apply for Social Security Number:

We will give students ample time to travel to the SS office during their 1st week of work. It is located in Hyannis Ma. Students must make an appointment to obtain their SS number. The address is: 100 Independence Dr. Suite 4 Hyannis, Ma 02601 (800) 772-1213 Mon-Fri 9am-4pm

Nearest SSA Office: Hyannis, Massachusetts, Less than 10 miles

### **Other:**

Wage Payment Schedule:

You will be paid every two weeks (on Fridays). You will set up a bank account and will be paid through direct deposit.

Meal Plan: Not available

*Provide Certificates/Performance Evaluations: Yes*

*Hire in Groups: No*

*Grooming Requirements:*

*Students should be generally neat and clean in appearance. Shower daily, and come prepared to work in your uniform. No facial tattoos or large piercings. Students must also come to work with a positive attitude and be prepared to work to the best of their ability. There is no job that we would ask a student to complete, that we would not do ourselves. We work as a team!*

*Second Job Availability: Yes, likely*

*Applicable Company Policies:*

*There is a non smoking policy on the resort premises. Should a student smoke, it must be done off the property.*

*Cell phone use and/or ear-pods are not permitted during working hours.*

*Please note that we are NOT hiring couples and friends.*

## COMMUNITY AMENITIES

***Walking Distance from Housing:***

*Food Market, Post Office, Restaurants, Internet Cafe*

***In Town, Requires Transportation:***

*Shopping Mall, Bank*